

## PRODUCT SCHEDULE DESCRIPTION

|   |          |                           |          |
|---|----------|---------------------------|----------|
| DOIT MASTER AGREEMENT NUMBER:   | B-03-006 | DOIT APPROVAL DATE:       | 12/10/03 |
| VENDOR NAME: <b>SBC SNET</b>  |          | FEIN: <b>06-054-26-46</b> |          |
| SERVICE/PRODUCT NAME: <b>ISDN BRI and PRI Service: BRI Service – Digital Enhancer</b>   |          |                           |          |
| <p><b><u>SERVICE/PRODUCT DESCRIPTION:</u></b></p> <p><b>SBC SNET BRI Service</b></p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) is a digital communications technology that transmits data and voice traffic simultaneously over one line. SNET supports the National ISDN 1 format and calling line identification. Conventional telephone circuitry is analog: sound waves are converted into electrical pulses that travel over copper wire. Analog signals tend to weaken and become distorted over distance. ISDN BRI transmits signals over the same copper wire, but it uses a digital language of ones and zeros.</p> <p>ISDN BRI facilitates the use of high-bandwidth applications such as videoconferencing through dynamic channel transmission. Your hardware may be able to multiplex, or "bond," two ISDN channels to double transmission capacity. Additionally, it is possible to create a digital "pipe" with even greater capacity by bonding multiple ISDN lines.</p> <p>Using the basic rate interface, ISDN transmits data digitally over the two 64 Kbps channels on a common, twisted-pair copper phone line. The 64 Kbps channels (also called the B-channels) provide high bandwidth for carrying the voice, data, and video signals you send. A third, 16 Kbps channel (also called the D-channel) carries signaling information that controls the B-channel connections.</p> <p>The standard Digital Enhancer line comes equipped with two 64Kbps switched digital "B" Channels and one 16 Kbps packed service "D" Channel. The "B" channels will be configured with Alternate Voice/Data capabilities and the "D" channel will be for signaling.</p> <ul style="list-style-type: none"> <li>• B-channels—Either of the two B-channels (or "bearer" channels) can carry a circuit-switch voice conversation; a circuit-switched, high-speed data transmission; or several lower-speed data transmissions that have been multiplexed into one 64 Kbps signal as 2B+D. This service requires two "spids" telephone numbers to identify each of the B channels. The data transmitted can be any medium: text files, graphics, video, or sound. For greater bandwidth, the B channels may be combined to transmit at 128 Kbps without compression as 1B+ D service. This requires one "spid", telephone number to identify the combined B channel. For applications requiring even greater bandwidth (384 Kbps videoconferencing, for instance), multiple ISDN lines may be combined as Tri- BRI. The B-channels will also transmit packet-switched data. The lines may be configured as 2B+D or 1B+D depending on the equipment specifications.</li> <li>• D-channel—The D-channel (or "delta" channel) controls B-channel connections by carrying signaling information. The D-channel exchanges messages between the network and your equipment to establish calls, request services, and exchange other detail about calls. To process calls, the D-channel uses out-of-band signaling to improve efficiency. Calls are set up in about two seconds, whether you are calling across the office or around the world. In contrast, in-band signaling common to analog voice and data connections can take as long as 20 seconds, and the "handshake" for data connections between your modem and the modem where you are calling can add another 30 to 60 seconds. The D-channel is also available to transfer packet-switched data for even greater efficiency.</li> </ul> |          |                           |          |

**SERVICE LEVELS:**

**Installation Intervals**

Less than 10 lines = 9 business days  
10 or more lines = Individual Case Basis

**Routine Repair Intervals**

Response time = Less than 1 hour  
Repair Resolution time = 4.7 hours or less

**Repair Service Level Definitions:**

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.

**SERVICE AVAILABILITY/LIMITATIONS:**

See Service Availability spreadsheet  
(An interoffice loop extender may be required from certain serving Central Offices).

# PRODUCT SCHEDULE

1/21/03

| MASTER AGREEMENT NUMBER: B-03-006   |                              |                             |      |              |   |      | DOIT APPROVAL DATE: 12/10/2003                        |  |                           |
|---|------------------------------|-----------------------------|------|--------------|---|------|---|--|---------------------------|
|   |                              |                             |      |              |   |      |   |  |                           |
| VENDOR NAME: SBC SNET   |                              |                             |      |              |   |      | VENDOR FEIN: 06-054-26-46                             |  |                           |
| SERVICE NAME: ISDN PRI AND BRI - BRI Service- Digital Enhancer  |                              |                             |      |              |   |      |   |  |                           |
| A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement |                              |                             |      |              |   |      |   |  |                           |
| Activity<br>(Add,<br>Delete,<br>Change)   | Date of<br>Vendor<br>Request | Date<br>Approved<br>By DOIT | Item | Item<br>Code | Description of Service/Equipment                                    | Unit | Initial<br>Conversion:<br>Non-Recurring<br>Unit Cost* | Post-<br>Conversion:<br>Non-Recurring<br>Unit Cost | Recurring<br>Monthly Cost |
| Add   | 12/01/03                     | 12/10/03                    | 7    |              | BRI - Digital Enhancer Line (2B+D)                                  | line | \$150.00  | \$150.00   | \$40.00                   |
| Add   | 12/01/03                     | 12/10/03                    | 8    |              | Electronic Key Enhancer Service                                     | line | \$40.00   | \$40.00  | \$5.00                    |
| Add   | 12/01/03                     | 12/10/03                    | 9    |              | Call Appearance up to 10 buttons                                    | set  | \$25.00   | \$25.00  | \$1.50                    |
| Add   | 12/01/03                     | 12/10/03                    | 10   |              | Call Appearance up to 20 buttons                                    | set  | \$50.00   | \$50.00  | \$3.00                    |
| Add   | 12/01/03                     | 12/10/03                    | 11   |              | Call Appearance up to 30 buttons                                    | set  | \$70.00   | \$70.00  | \$4.50                    |
| Add   | 12/01/03                     | 12/10/03                    | 12   |              | Call Appearance up to 40 buttons                                    | set  | \$100.00  | \$100.00   | \$6.00                    |
| Add   | 12/01/03                     | 12/10/03                    | 13   |              | Call Appearance up to 50 buttons                                    | set  | \$115.00  | \$115.00   | \$7.50                    |
| Add   | 12/01/03                     | 12/10/03                    | 14   |              | Call Appearance over 50 buttons                                     | set  | \$130.00  | \$130.00   | \$8.00                    |
| Add   | 12/01/03                     | 12/10/03                    | 15   |              | High Speed Packet- per channel                                      | ch   | \$50.00   | \$50.00  | \$24.00                   |
| Add   | 12/01/03                     | 12/10/03                    | 16   |              | Low Speed Packet- per channel                                       | ch   | \$25.00   | \$25.00  | \$6.00                    |
| Add   | 12/01/03                     | 12/10/03                    | 17   |              | Line Sharing- per terminal (device)                                 | term | \$15.00   | \$15.00  | \$7.50                    |
| Add   | 12/01/03                     | 12/10/03                    | 18   |              | Secondary Directory Number-per SPID (tn)                            | tn   | \$15.00   | \$15.00  | \$2.00                    |
| Add   | 12/01/03                     | 12/10/03                    | 19   |              | Integration Access Links (SMSI VM link)                             | line | \$265.00  | \$265.00   | \$135.00                  |
| Add   | 12/01/03                     | 12/10/03                    | 20   |              | Feature Change Charge   | ord  | \$33.00   | \$33.00  | \$0.00                    |
| Add   | 12/01/03                     | 12/10/03                    | 21   |              | Interoffice Loop Extender   | line | \$75.00   | \$75.00  | \$60.00                   |
| Add   | 12/01/03                     | 12/10/03                    | 22   |              | Wire Maintenance- per SPID  | tn   | \$0.00  | \$0.00   | \$1.95                    |
| Add   | 12/01/03                     | 12/10/03                    | 23   |              | BRI Federal Subscriber Line Charge                                  | line | \$0.00  | \$0.00   | \$5.78                    |
| Add   | 12/01/03                     | 12/10/03                    | 24   |              | Usage on Local Data Circuit Switched (calls \$.01 per min per B ch) | min  | \$0.00  | \$0.00   | \$0.01                    |
|   |                              |                             | 25   |              |   |      |   |  |                           |
|   |                              |                             | 26   |              | * NRC applies to new SNET services only                             |      |   |  |                           |
|   |                              |                             | 27   |              |   |      |   |  |                           |
|   |                              |                             | 28   |              |   |      |   |  |                           |
|   |                              |                             | 29   |              |   |      |   |  |                           |
|   |                              |                             | 30   |              |   |      |   |  |                           |
|   |                              |                             | 31   |              |   |      |   |  |                           |
|   |                              |                             | 32   |              |   |      |   |  |                           |
|   |                              |                             | 33   |              |   |      |   |  |                           |
|   |                              |                             | 34   |              |   |      |   |  |                           |
|   |                              |                             | 35   |              |   |      |   |  |                           |
|   |                              |                             | 36   |              |   |      |   |  |                           |
|   |                              |                             | 37   |              |   |      |   |  |                           |
|   |                              |                             | 38   |              |   |      |   |  |                           |
|   |                              |                             | 39   |              |   |      |   |  |                           |
|   |                              |                             | 40   |              |   |      |   |  |                           |